

KEEP IT SHORT AND SMOOTH

The longer a robbery takes, the more nervous the robber becomes.

- Handle the entire procedure as if you were making a sale to a customer.
- The average robbery takes less than two minutes.

OBEY THE ROBBER'S ORDERS

Robbers seldom hurt people who cooperate with them.

- Let the robber know you intend to obey.
- If you are not sure of what the robber is telling you to do, ask.
- Keep calm and observe what he is wearing. Remember exactly what he says.
- Try to note the robber's exact height as he exits (if it is safe to do so).

TELL THE ROBBER ABOUT ANY POSSIBLE SURPRISES

- If you must reach for something or move in any way, tell the robber what to expect.
- If someone is in the back room or is expected in the store, tell the robber.

DON'T ARGUE WITH THE ROBBER

- Give him all the cash and merchandise he wants.
- Once the robbery has started, it's too late for the robber to change his mind.

DON'T FIGHT THE ROBBER

- Do not resist.
- The money isn't worth risking harm to you.
- Trying to attack an armed robber is foolhardy, not heroic.

DON'T USE WEAPONS

- Weapons breed violence.

- The robber's weapon is already one too many.

DON'T CHASE OR FOLLOW THE ROBBER

- To chase a robber is to invite violence.
- The police could mistake you for one of the robbers.

CALL THE POLICE

Don't hang up until the police tell you to do so.

Call your supervisor as soon as possible.

- Then stay by the phone.
- Do not trust your memory...
Write all descriptions down while waiting for the police.
- Protect the crime scene. Don't touch any evidence.
- Discontinue business until the police are finished.
- Ask any and all witnesses to remain until police arrive.